



POUND HILL,  
POUND LANE,  
UCKFIELD,  
FRAMFIELD,  
EAST SUSSEX,  
TN22 5RR  
01825 890294

**THE SEWAGE FACILITIES AT**

Twineham Court Farm, Bob Lane, Haywards Heath, West Sussex, RH17 5NH.

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## 1) CLIENT BRIEF

- a) To carry out a survey with recommendations on the sewage facilities at Twineham Court Farm, Bob Lane, Haywards Heath, West Sussex, RH17 5NH.
- b) The date of the survey was on the 28th of May 2026.
  - i) The findings are based on the condition of the existing facilities at the time of the survey.

## 2) SITE AND SYSTEM OVERVIEW

- a) The site consists of a detached domestic dwelling with an outbuilding planned to be converted into another residency.
- b) Sewage produced from within the property is connected by a network of sewers that terminates into a septic tank and filter clinker bed.
- c) The sewage management facilities consist of the following parts:-
  - i) A septic tank located beyond the garden area in the hedgerow.
    - 1) The volume of the tank is estimated at 1,000 litres.
    - 2) A more accurate size of the system can be achieved by emptying it if required.
  - ii) A discharge pipe from the filter clinker bed passing out underground.
  - iii) An assumed final point of discharge into the ground.

### 3) FLOW AND LOADINGS

- a) It has been confirmed that the sewage produced from this location is classified as domestic.
- b) It is recommended that surface water is kept separate from the foul sewers as it can dramatically affect the performance of sewage management facilities.
- c) Using the information provided by the client, the Moody Sewage Ltd, British Waterways and Environment Agency models, the current flow rates and recommended design flow rates are as follows:-
- d) The property is currently an occupied.
- e) It has been reported that the existing property has two bedrooms, and the proposed property will have bedroom.

|                                                           | Current<br>Flow Rates | Recommended<br>Flow Rates |
|-----------------------------------------------------------|-----------------------|---------------------------|
| Sewage produced per day<br>(litres)                       | 0                     | 1080                      |
| Biochemical Oxygen Demand per day<br>(grams)              | 0                     | 420                       |
| Ammonia per day<br>(grams)                                | 0                     | 48                        |
| Population Equivalent Flow in terms of<br>amount          | 0                     | 6                         |
| Population Equivalent Flow in terms of<br>sewage strength | 0                     | 6                         |

#### **4) CURRENT SITE STATUS**

- a) The current methods of managing the sewage are not in breach of the Environmental Laws due to:
  - i) The property being unoccupied and no sewage being produced within the property.
  - ii) There is no existing Environmental Permit for the site.

**Breach(es) of Environmental Laws are a prosecutable offence, enforced by the Environment Agency. Prosecution can result in the waste producers or owners receiving significant fines if not resolved correctly.**

## 5) SYSTEM OBSERVATIONS

- a) The drains serving the property could not be flow tested due to a significant build-up of soil within the inspection chamber.
- b) The existing sewer runs from the inspection chamber located to the right-hand side of the property, crossing the field to the tank, has been disconnected at the point where the new gas pipe was installed.
- c) The sewers around the property are constructed from 100mm uPVC pipework and 100mm clay pipework.
- d) The inspection chambers contained a significant build-up of soil within the chamber bases. It appears that the foul sewer system has not been in use for a number of years.
- e) The only inspection chamber serving the property is located at the front right-hand corner.
  - i) The chamber is of older brick-built construction and has been internally rendered. Due to the significant build-up of soil within the chamber, the condition of the sewer run and chamber base could not be confirmed at the time of the survey.
  - ii) The inspection cover no longer fits securely to the chamber and should be replaced if the chamber is to be reused.



- f) The main management system is based around a septic tank and filter clinker bed.
- g) Sewage would have originally flowed from the property and into the septic tank.

- h) The septic tank is of brick construction with an internal rendered finish. The tank appears to be in acceptable condition for its age, with no significant signs of cracking or structural movement within the brickwork. Some evidence of root intrusion was noted; however, this does not appear to be causing any issues at the time of the survey.



- i) At this stage, the condition of the tank below the waterline could not be confirmed. It is recommended that the tank is fully emptied if a comprehensive inspection of the existing septic tank is required.
- j) The tank has an approximate capacity of 1,000 litres, which would not provide adequate solids retention for a property of this size.
- i) A septic tank with a capacity in the region of 2,800 litres would typically be required.

- k) Due to the limited capacity of the existing septic tank, **it is not recommended that it is reused** as part of any of the proposed solutions below. However, subject to confirmation of its structural condition, the tank could potentially be repurposed for water storage.
- i) It must be taken into consideration that the existing facilities remains the responsibility of the client and Moody Sewage can not warranty them.

### The Facts! - Septic Tanks

- A Septic Tank's main function is to separate the heavy solids from the liquid. It's recommended by both us, and the Environment Agency, that solids should be removed by tanker at least once a year.
- Septic tanks do not produce dischargeable effluent of sufficient quality, as required by Law to pass into watercourse, ditch or onto land. At best, it produces a biological breakdown of sewage that could result in a discharge being only 20% cleaner.
- The discharging liquid (which is still approximately 80% raw sewage) from the tank will flow via the outlet pipe and will either then discharge or flow into a further stage of treatment.

- l) The next stage of treatment is a clinker filter bed.
- m) The bed itself is constructed from a brick surround.
- n) Sewage is typically distributed across the filter bed using corrugated sheeting or guttering. In this instance, one section of guttering remained visible within the clinker filter bed, with evidence of other filtration methods noted on either side of the bed.

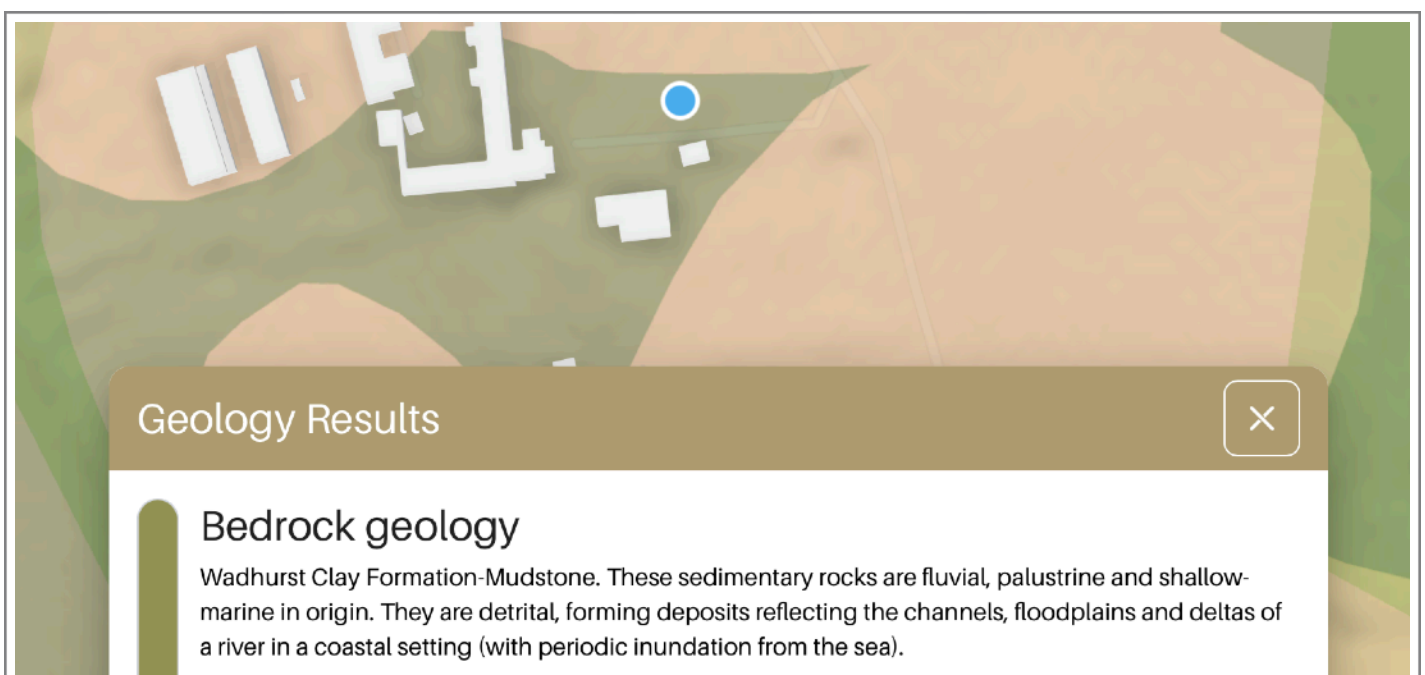


### The Facts! - Clinker Beds

- A clinker filter bed is predominantly the main part of any treatment system in terms of "cleaning" the sewage. Its principle is as follows:-
- The volume of stone are stacked in a pile, typically within a brick built container. The stones are packed in such away that air can easily pass around them.
- Settled sewage is then dosed over the filter bed allowing the sewage to pass down and through the clinker (stones).
- Bacteria grows on the clinker and digest the "foulness" in the sewage before it is collected at the bottom of the filter.
- The process is completely aerobic; meaning the air freely flows in between the clinker and down to the lower levels, usually by dedicated air pipes at the side of the bed.
- Once the sewage has passed through the filter, the final effluent is then settled one last time in a tank called a humus tank to remove any sludge particles.

- i) The current method of distribution is not considered acceptable.
- o) Assuming 100% coverage, the clinker material contained within the filter bed totals approximately 2 cubic metres, which would be sufficient to digest sewage generated by up to 2 people. It should be noted that this estimate is based on an assumed clinker depth of 1 metre within the existing filter bed. Evidence observed on either side of the bed indicates that the area has previously been excavated, and some sections may have been replaced with 40 mm stone.
- p) There was no visible air pipes or venting on the filter bed.
- q) A humus chamber was not identified at the time of the survey.
- r) The clinker filter is currently serving zero purpose to the management of the sewage.
- s) A dye test was not carried out, as the existing system is considered undersized and in a dilapidated condition. As such, further testing of the system was not deemed to be beneficial.
- t) This site was surveyed to identify any alternative suitable discharge points.
- u) The survey identified multiple ponds located around the site; **however, the most suitable discharge point would be the pond located to the right hand side of the collection of outbuildings.**

- i) This is situated approximately 55.0 to 75.0 metres away, depending on the route taken around the outbuildings.
- v) To reach the pond location, either proposed route would require excavation through sections of the concrete driveway and parking areas. The longer route would cross the least amount of driveway and, therefore, would be the preferred option.
- w) Should the pond prove to be sealed and without a natural overflow, discharge to this location may not meet the requirements of the General Binding Rules and, therefore, an Environmental Permit may be required.
  - i) It was not possible to determine whether the pond has an overflow, as the area was heavily overgrown and visibility was obstructed.
- x) Due to the location of the pond, it may not be possible to achieve a gravity-fed discharge from a sewage treatment plant. Pumping equipment may therefore be required in order to discharge to this location.
- y) The geological maps were obtained and identified that the following ground conditions in this area are.
- z) Geological mapping confirms that the subsoil is a combination of Weald Clay Formation-Mudstone and Weald Clay Formation-Clay-ironstone. From experience, discharge to ground in these conditions is usually unsuccessful due to the high clay content and the low permeability of the ground. This is also supported by the presence of the ponds located around site.



aa) Taking the geological findings into consideration, discharge to ground at this location would not be feasible.

- i) However, testing can be carried out to confirm this. Porosity tests can be undertaken to determine the rate of soakage.

bb) It may be possible to reinstate the ditch that would have originally run through the hedge and wooded area located to the front of the property.

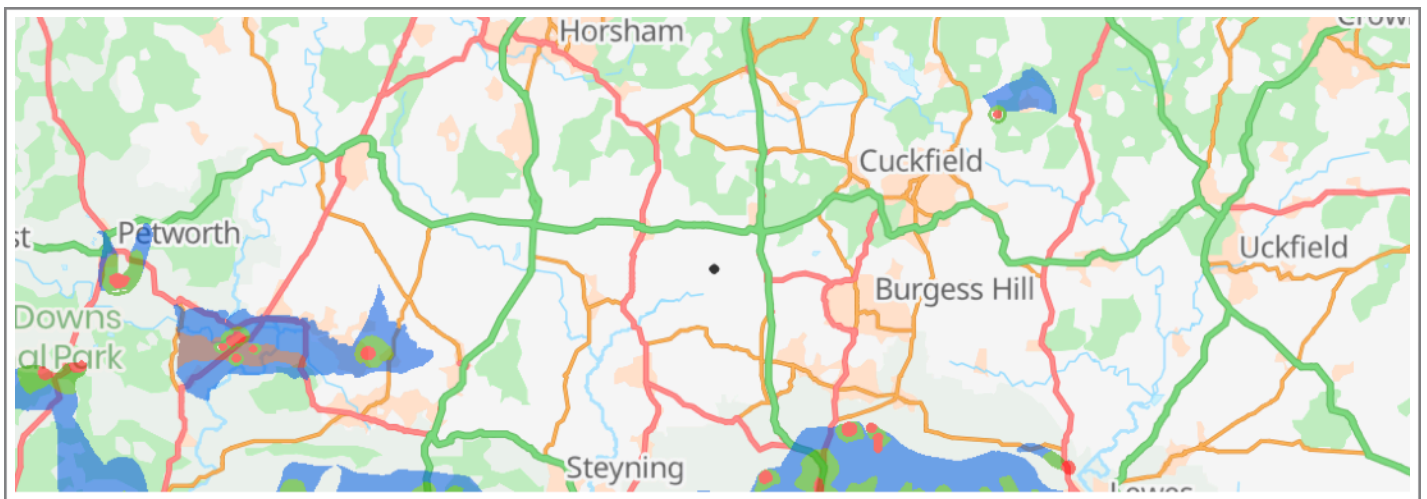
- i) This may provide a suitable discharge point; however, the ditch would need to terminate near the edge of the wooded area.
- ii) During periods of heavy rainfall and prolonged wet conditions, this may result in the land beyond the wooded area becoming heavily saturated.
- iii) If this option is pursued, it is recommended that a minimum of 40.0 to 50.0 metres of ditch is reinstated to provide an adequate discharge point.
- iv) It must be noted however that if the ditch does not terminate into anywhere substantial, effluent pools in the ditch, or the ditch floods, an Environmental Permit may not be granted by the Environment Agency.

cc) There are additional ditch networks located around the site; however, due to their distance from the property, these would be considered unfeasible options.

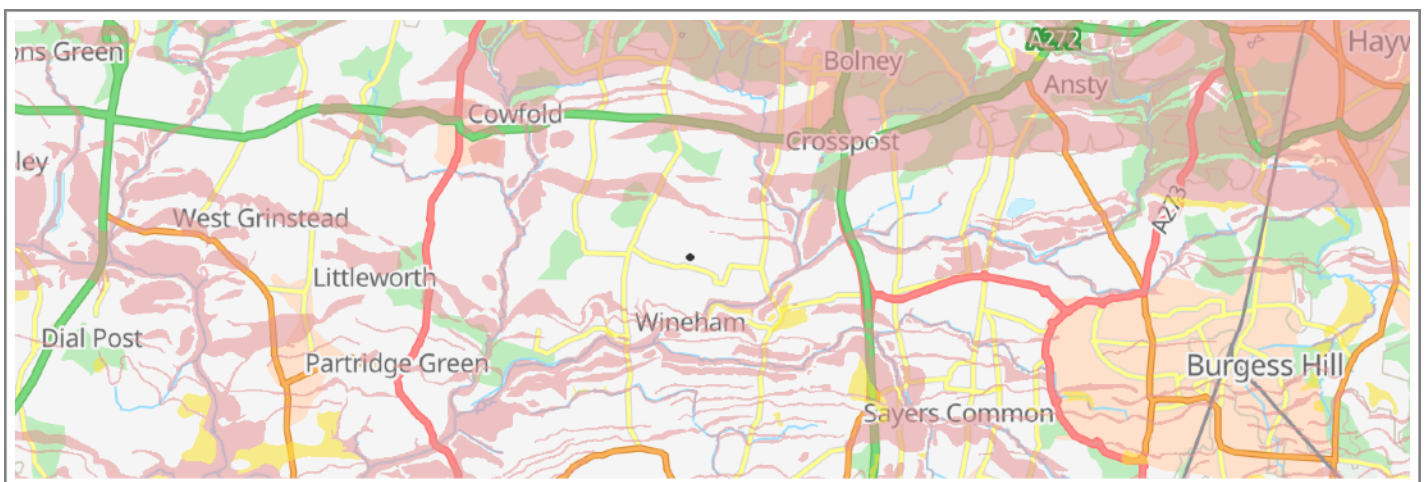
dd) Power is readily available on site.

## 6) ENVIRONMENTAL PERMIT AND DISCHARGE INVESTIGATION

- a) **The recommended discharge point for this site is the pond**, as it provides a more sustainable solution due to its overall volume and capacity to receive treated sewage effluent.
- b) A land and environmental search has been undertaken and has revealed that:
  - i) The site is not located over a Source Protection Zone (SPZ).



- ii) The site is not located over a principle aquifer. (e.g an areas of land that provides water storage, and supports water supply and/or river base flow).



iii) The site is not located next to Ancient Woodland.



- c) At the time of checking the Environment Agency Public Registers, no permit appears to have been submitted to the Environment Agency for this site.
- d) It is recommended that an Environmental Permit is applied for to discharge into the recommended point as it is not possible to adhere to the General Binding Rules for Small Sewage Discharges.
- i) An application to the Environment Agency can be completed by Moody Sewage as part of any solution.
- ii) The application fee in the region of £141.43 remains the responsibility of the applicant.

### **The Facts! - Environmental Permits**

- Waste water, sewage management and discharges are governed by the Environmental Permitting Regulations 2014 and are enforced by the Environment Agency.
- You require by Law an Environmental Permit for the discharge of sewage or treated effluent from a septic tank or sewage treatment plant.
- There are exceptions as defined by the General Binding Rules for small sewage discharges, effective from 1st January 2015. This is applicable to everyone who has a septic tank or sewage treatment plant. An example of the General Binding Rules for small sewage discharges can be provided on request.

## 7) DETERMINED SOLUTIONS

### a) SOLUTION 1

To supply and install a new Klargester package treatment system discharging into the pond.



- i) The system will be located within 20.0 metres of the property.
- ii) **It has been disclosed that new sewers are to be installed around the property. No allowance has been made within the estimated costs below for these sewer works.**
  - 1) An allowance of up to 70.0 metres of outlet pipe work is included.
- iii) Power for the treatment system will be taken from the closest point from the property.
  - 1) An allowance of up to 30.0 metres of cabling is included.
- iv) The existing tank will be backfilled with any surplus soil.
- v) The installation is estimated to take up to 6 days to complete.
- vi) It is recommended that this system is serviced on a minimum quarterly basis and emptied at least once a year.

| Installation Costs      |                   |
|-------------------------|-------------------|
| Estimated Cost of Works | £31,630.00        |
| VAT @ 20.0%             | £6,326.00         |
| <b>Estimate Total</b>   | <b>£37,956.00</b> |

## b) SOLUTION 2

To supply and install a high performance bespoke, below ground, biological digester filter treatment system discharging into the pond.



- i) The system will be located within 20.0 metres of the Property.
- ii) **It has been disclosed that new sewers are to be installed around the property. No allowance has been made within the estimated costs below for these sewer works.**
  - 1) An allowance of up to 70.0 metres of outlet pipe work is included.
- iii) Power for the treatment system will be taken from the closest point from the property.
  - 1) An allowance of up to 30.0 metres of cabling is included.
- iv) The existing tank will be backfilled with any surplus soil.
- v) The installation is estimated to take up to 5 days to complete.
- vi) It is recommended that this system is serviced on a minimum quarterly basis and emptied at least once a year.

| Installation Costs      |                   |
|-------------------------|-------------------|
| Estimated Cost of Works | £25,950.00        |
| VAT @ 20.0%             | £5,190.00         |
| <b>Estimate Total</b>   | <b>£31,140.00</b> |

ALL RECOMMENDED SOLUTIONS FROM MOODY SEWAGE LIMITED ARE FULLY GUARANTEED AND INDEMNITY BACKED. THIS MEANS AS LONG AS THE SYSTEM IS REGULARLY SERVICED AND EMPTIED THEN MOODY SEWAGE WILL GUARANTEE THE SYSTEM (SUBJECT TO CONDITIONS).

MOODY SEWAGE DOES NOT PROVIDE A WARRANTY ON ANY EXISTING SEWAGE MANAGEMENT FACILITIES THAT ARE UTILISED WITHIN ANY SOLUTION.

## **8) OTHER CONSIDERATIONS**

### **i) Excess soil is to be spread to site, unless otherwise instructed by the client:-**

- 1) A third party waste company can be arranged by Moody Sewage or the client for the collection of the soil.
- 2) Fees for soil removal remain the responsibility of the client and are paid in addition direct to the relevant third party company.

### **ii) There is no allowance for any additional finishing materials such as topsoil or turf. This can be brought to site at additional cost if required.**

### **iii) Trench support or excavation bracing is not included in any estimate:-**

- (1) If this is required once works has started, the cost will be brought to the clients attention and charged over and above any estimate sum.
- (2) Alternatively test holes can be carried out prior to the installation. On completion the enclosed estimates will then be updated.
  - (a) The cost for this works will be £2,100.00 plus VAT.

### **iv) All efforts are made so that the estimate of works are as accurate as possible and are based on all the available knowledge collected at the time of the report.**

- 1) In some circumstances it is possible that due to unforeseen conditions or variations of specifications, further work may be required at additional cost to the estimate.
- 2) This works will be reported to the client prior to implementation.
- 3) Any additional days over and above the estimated will be charged at cost, being £700.00 plus VAT per day.

## 9) AT A GLANCE...

ALL RECOMMENDED SOLUTION FROM MOODY SEWAGE LTD ARE FULLY GUARANTEED AND INDEMNITY BACKED. THIS MEANS AS LONG AS THE SYSTEM IS REGULARLY SERVICED AND EMPTIED THEN MOODY SEWAGE WILL GUARANTEE THE SYSTEM (SUBJECT CONDITIONS).

|                                            | Solution 1        | Solution 2        |
|--------------------------------------------|-------------------|-------------------|
| <b>The System</b>                          |                   |                   |
| Does the system utilise the existing tank? |                   |                   |
| Is the system below ground?                | ✓                 | ✓                 |
| Does the system require power?             | ✓                 | ✓                 |
| Approximate amount of surplus soil         | 8 m3              | 12 m3             |
| Estimated days to complete (up to)         | 6                 | 6                 |
| <b>Servicing and Emptying</b>              |                   |                   |
| Typical power cost per day                 | £1.80             | £1.20             |
| Recommended service visits                 | Quarterly         | Quarterly         |
| Service charge per visit (Inc VAT)         | £130.00           | £130.00           |
| Minimum tankering frequency                | Yearly            | Yearly            |
| Estimated tanker charge<br>(1,000 gallons) | £185.00           | £185.00           |
| <b>Installation Costs</b>                  |                   |                   |
| Estimated Cost of works                    | £31,630.00        | £25,950.00        |
| VAT @ 20.0%                                | £6,326.00         | £5,190.00         |
| <b>Total estimated cost of works</b>       | <b>£37,956.00</b> | <b>£31,140.00</b> |

## 10) PAYMENT TERMS

A 45% deposit of the sum is payable on instruction, followed by a payment of 50% 5 days before commencement and a final completion payment **due on the final day of the works:**

|                                    | Solution 1        | Solution 2        |
|------------------------------------|-------------------|-------------------|
| Deposit: 45%                       | £17,080.20        | £14,013.00        |
| Commencement of Work: 50%          | £18,978.00        | £15,570.00        |
| Estimated Final Completion Payment | £1,897.80         | £1,557.00         |
| <b>Total Installation Costs</b>    | <b>£37,956.00</b> | <b>£31,140.00</b> |

## 11)TERMS AND CONDITIONS

Moody Sewage Ltd (We/Us/The Company) of Pound Hill, Pound Lane, Framfield, Uckfield, East Sussex, TN22 5RR will undertake the completion of work as detailed in this contract for (You/The Client), subject to the following Terms and Conditions:

- a) **Planning Permission and Regulations:** Planning permission and/or building regulation approval can be obtained by Moody Sewage Limited on request from the client. Any professional or local authority fees incurred as part of the process are the responsibility of the client.
- b) **Underground Services:** All underground services (e.g electricity cables or gas pipes) **must** be identified to Moody Sewage Ltd prior to work commencing. In the event of an unidentified service being damaged, the repair (including any loss) remains the responsibility of the client.
- c) **Access:** Any necessary easement and rights of access remain the responsibility of the client unless otherwise agreed.
- d) **Excess and Waste Soil:** Excess or waste soil will be spread to site at a location chosen by the client. If excess soil cannot be spread to site then Moody Sewage will help arrange for its removal and any additional cost incurred will be charge to the client, in addition to the contractual sum outline.
- e) **Removal of liquid or other waste materials.** If liquid waste or other types of waste needs to be removed from site, this can be arranged by Moody Sewage, which will be charged to the client, in additional to the sum outlined.
- f) **Labour & Materials:** The sum is an estimate for the allowance of this works based on all the available knowledge at the time of preparation. Any variations to the planned worked (for example but not explicit to) as a result of client request, unforeseen conditions or changes to site between the time of estimation and installation, will be charged in addition to the original estimate sum. In either event, any additional work being required and the costs will be brought to the clients attention before implementation.
- g) **Deposit & Payments:** A deposit of **45% of the estimated cost of works** is payable on instruction. A payment of **50% of the estimated cost of works**, is to be paid five working days before commencement of work. Upon completion of the work, a final payment of **5% of the estimated cost of works plus any additional costs incurred are to be paid on the final day.**

- h) **Delays to Work:** If the commencement of works is delayed by events outside of Moody Sewage's control for a period exceeding 6 months from order, Moody Sewage may review the estimate to ensure that the cost of parts, materials, plant and labour are up to date.
- i) **Installed Equipment:** The installed equipment including any plant, cabling, electromechanical, mechanical, tanks, and aggregates remain the property of Moody Sewage Limited until the balance of the works is settled in full. Moody Sewage reserve the right to remove any of the above in the event of not receiving payment in full.
- j) **Cancellation of Agreement.** If work is cancelled by the client, the deposit is not refundable.
- k) **Payment Details:** Deposit and payments for the Installation work are solely to be made by Payment Card (Debit or Credit).
- l) This illustration of works and recommendation are valid for 28 days from the date provided.

## 12) OUR WARRANTIES

- a) All recommended solution designs by Moody Sewage Limited are fully Guaranteed and Indemnified. for the lifetime of the recommended service, maintenance and tankering schedule. This is subject to the conditions in item 12.d and 12.e below.
- c) **Parts and Labour** are fully warranted and guaranteed by Moody Sewage Ltd for a period of 12 months from the completion date - subject to regular servicing, emptying and correct usage as recommended and undertaken by Moody Sewage Ltd.
- d) **Existing facilities and Tanks.** Moody Sewage does not provide a warranty on any existing sewage management facilities and/or existing facilities that are used within any solution.
- e) **Exclusions to the warranty** will be incurred in the event of one or all of the following:
  1. Abuse or incorrect operation of the system, including usage over and above the original design specification.
  2. Accidental Damage by the client or third party.
  3. Natural Disasters such: flooding, subsidence, erosion, storm damage etc.
  4. Electrical failure, due to lack of power supply as a result of power cuts, or from the a faulty electrical system within the supporting property.
  5. Theft or third party interjections.
  6. Existing facility, e.g Pipework Septic Tanks/Holding tanks and treatment facilities.

## 13) TANKERING & SERVICING AGREEMENT

The Moody Sewage Ltd warranty on Parts and Labour for systems the Company installs are only valid when regular Servicing and Emptying is undertaken by Moody Sewage, as the recommended requirements.

### Servicing

The system is to be serviced, as a minimum as per the recommendations and price advised within the report.

### Tankering/Emptying

The system is to be emptied, as a minimum each year or unless advised within the report..

Our charges for Emptying:

1. **£11.00** per 100 gallons of sewage removed - a minimum charge of **£170.00** for up to 900 gallons applies.
2. Surcharges (where applicable):
  - a) £75.00 for additional pipe if the distance between Tanker and tank is greater than 50 metres.
  - b) £65.00 for every additional onsite half hour over the first hour.

**VAT** is not chargeable on Household waste. Businesses are subject to an additional charge of VAT at 20%

**System Owner Responsibility:** It is the responsibility of the you the owner to ensure that the system is safe for all concerned.

In the event of an Exclusion (see warranty section), or beyond the 12 months Parts and Labour warranty, the costs for repairs, renewal and/or reconstruction will remain with you, The Client.

The client will be advised on how the system is performing and if it's a danger to the environment. Responsibility for compliance with Environmental Standards as set by the Law is with you the owner.

**Making Changes:** We may have to change our prices for both Tankering and Servicing from time to time, due to factors that are outside our control. Such as additional cost due to changing regulations, Water Company disposal costs or for other reasons.

However, if we do increase our prices, we promise to notify you in advance of any change. We will assume your acceptance of the price changes if you do not contact us, to say otherwise, before the start date that the new prices take effect.

**Payment:** Payments can be made either by Debit/Credit Card, or by Direct Debit. Payment details must be provided in advance of any work being undertaken. Payments will only be taken by either Direct Debit or Card once the work has been completed. Late payment renders you The Client liable to a surcharge of 5% per month on all outstanding charges, at the discretion of The Company.

**Cancellation:** If for any reason you wish to cancel The Contract for Servicing and Tankering, please provide confirmation in writing to The Company's Pound Hill address, or by email: [info@moodysewage.com](mailto:info@moodysewage.com).

We just ask that you provide at least 30 Days before the next scheduled visit, and any outstanding charges will need to be paid, before the cancellation can be completed.

**Please note:** if the event that you cancel your Servicing and/or Emptying contract, we will be unable to guarantee the quality of the effluent or provide a warrantee on Parts and Labour with the 12 month following completion.

The Company can cancel The Contact at their discretion at any time, if this happens, we will aim to give you at least 30 days' notice. If we feel our colleagues have been threatened, or are subject to any unpleasant behaviour, we will cancel The Contract without notice.

**Your Data:** We promise to take the upmost care of your data, and to never sell it to a third party. For more information, please visit [www.moodysewage.com/privacy](http://www.moodysewage.com/privacy)

From time to time, we'd love to update you about our product and services that we provide. Please tick the box(es) below to show which form of communication you would prefer to be contacted by:

By Post ☐ Email ☐ Phone ☐ SMS/Text ☐

## 14) CONFIRMATION AND ACCEPTANCE OF WORKS - INSTALLATION

I confirm that I have selected option: , and instruct Moody Sewage Ltd to carry out the proposed recommendations as per the Report and supporting Terms and Conditions.

Signature:

---

Print Name

---

Date

---

## 15) CONFIRMATION AND ACCEPTANCE OF WORKS - SERVICING & EMPTYING

By agreeing to have Moody Sewage Ltd service and empty the proposed system, allows Us to provide Parts and Labour Warranties (see warranty section). By not agreeing to Serving and Emptying Moody Sewage is unable to accept the client instruction to proceed.

I instruct Moody Sewage Ltd to carry out the required **Service and Emptying** of the system upon the completion of the works as per the recommendations, and supporting Conditions.

Signature:

---

Print Name

---

Date

---



## Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Moody Sewage Ltd  
Pound Hill  
Pound Lane  
Framfield  
East Sussex  
TN22 5RR

Name(s) of Account Holder(s)

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Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

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| To: The Manager | Bank/Building Society |
| Address         |                       |
|                 |                       |
| Postcode        |                       |

Reference Number

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Email Address

Account Holder(s) Name & Address:

Name:

Address:

Postcode:

### Instruction to your bank or building society

Please pay PSL re Moody Sewage Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with PSL re Moody Sewage Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

|  |
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Date

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Freq

Amount

Ref No.

MSE.No

For Moody Sewage Use

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the Payer.

DDI1

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit PSL re Moody Sewage Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request PSL re Moody Sewage Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by PSL re Moody Sewage Ltd or your bank or building Society, you are entitled to a full and immediate refund of the amount paid from your bank or building society - If you receive a refund you are not entitled to, you must pay it back when PSL re Moody Sewage Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building Society. Written confirmation may be required. Please also notify us.